

**THE IDENTIFICATION OF PROCEDURE AND  
LANGUAGE EXPRESSION USED BY  
RECEPTIONISTS AT MARA RIVER SAFARI LODGE  
WHEN HANDLING CHECK-IN**

**TUGAS AKHIR**

**Diajukan Kepada**

**Universitas Pendidikan Ganesha**

**untuk memenuhi salah satu persyaratan dalam**

**Menyelesaikan Program Studi Diploma III Bahasa Inggris**

**Jurusan Bahasa Asing**

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DAN MEMENUHI SYARAT-SYARAT UNTUK  
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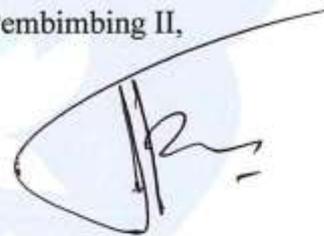
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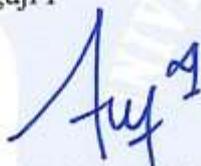
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## PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "*The Identification of Procedure and Language Expression used by Receptionists at Mara River Safari Lodge when handling Check-In.*". beserta seluruh isinya adalah benar – benar karya sendiri, dan saya tidak melakukan penjiplakan dan mengutip dengan cara – cara tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini, atau ada klaim terhadap keaslian karya saya.

Singaraja, 24 Juli 2020

Yang membuat pernyataan,



Nyoman Winda Suparini

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Singaraja, 13th May 2020

The Writer

**THE IDENTIFICATION OF PROCEDURE AND LANGUAGE  
EXPRESSION USED BY RECEPTIONISTS AT MARA RIVER SAFARI  
LODGE WHEN HANDLING CHECK-IN**

**By**

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**ABSTRACT**

This present study was aimed at identifying the procedure and language expressions used by Receptionists at Mara River Safari Lodge when handling check-in. The subjects of the study were the Receptionists of Mara River Safari Lodge. The source of the data was the filled questionnaire by receptionists. In this study, the descriptive method design was used. The writer identified the language expressions used by the receptionists based on the procedure used in handling check-in. The results of the study found that the brief procedures when handling guests check-in were Greeting, Explaining guests' benefits, until Giving the room key. For the language expressions used for each procedure such as "Good morning, welcome to Mara River" for greeting, "Since you book a family room, you will get elephant ride to breakfast" for explaining guests' benefit, and "This is the room key and wifi ID in the room. If you have any assistance, please call 0 from the room" for giving the room key. It can be concluded that all procedures in handling check-in are essential, and the language expressions used by each receptionist are varied and different but have the same purpose.

***Key terms: Front Office, Receptionist, Check-in, Procedure, Language Expressions***

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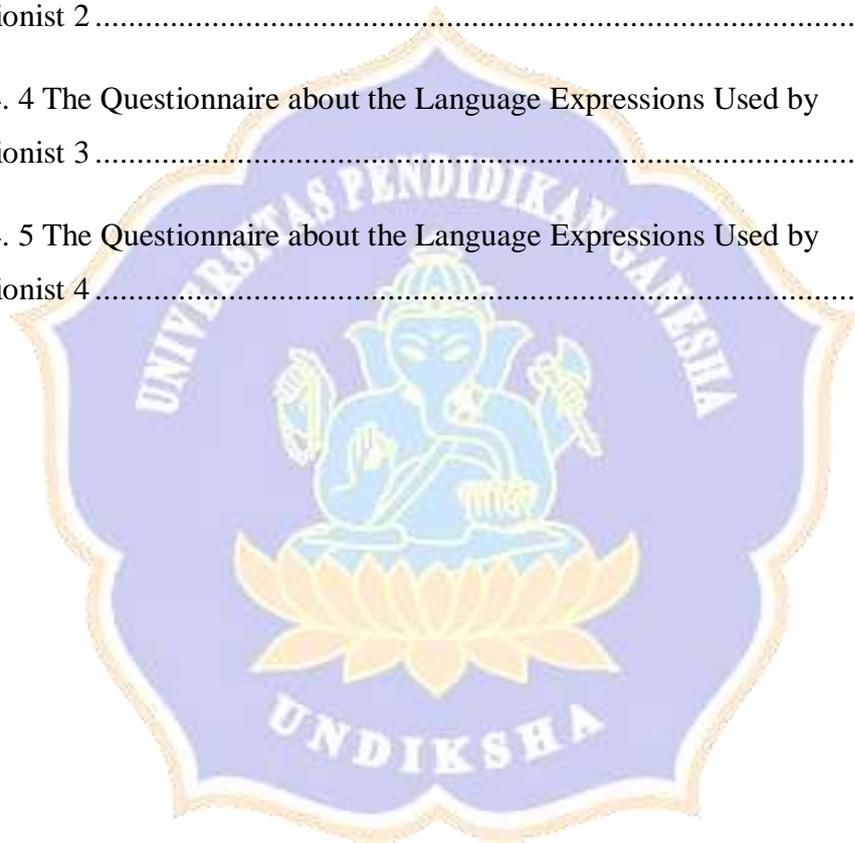
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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background of the Study**

The front office is the central section of every hotel. It can be said as the central section because the parts and department in a hotel always related to the front office itself. In the context of hotel understanding, the front office is a department in a hotel located at the front. Precisely not so far from the front door of the hotel or lobby. This area is the busiest place in the hotel. The location at the front of the Front Office, including the department that is most easily sought out and seen by guests. (Bagyono, 2006)

There are some essential job descriptions of front office staff in a hotel. According to (Questibrilia, 2019) front office staff have some responsibilities, there are 1) Receiving and handling prospective guests, 2) Reconfirming Reservation, 3) Handling arrival and departure, 4) Billing, 5) Asking for a deposit, 6) Giving information, 7) Handling complaint, 8) Handling guest belonging. So, by the responsibilities stated by (Questibrilia, 2019), we can see that one of them is handling guests' arrival. When the guests arrive at the hotel, many possibilities will happen at the front desk. It may be the guest want to ask for information about the hotel, checking the booking or the availability of accommodation, or the guest want to check-in. After making a reservation or booking in a hotel, the guest will choose an exact date when they will be coming. The time of guests' arrival is known as check-in date. The front office staff (receptionist) in this case have a responsibility to handle guest from arriving at the hotel until going to the room. Concerning check-in (Sambodo, 2016) state that check-in is the process for the guest who would like to stay in the hotel, start from welcoming, offer assistant till escorting to their room.

Additionally, such an opportunity of handling check-in was experienced during the training period at Mara River Safari Lodge for three months started

from 2<sup>nd</sup> December 2019 until 17<sup>th</sup> March 2020. The most important thing that needs to be reminded by all staff at the hotel when serving the guest is using polite language expressions. However, appeared the process of handling check-in, some procedure and language expressions used by the receptionist at this hotel, finally, from the explanation above. The writer decided to identify the procedure and the language expressions often used by Receptionist at Mara River Safari Lodge when the writer had the training program for three months.

## **1.2 Statement of the Problems**

The problem in this research is:

- 1.2.1 What are the procedures applied by Receptionists at Mara River Safari Lodge when handling check-in?
- 1.2.2 What are the language expressions used by Receptionist at Mara River Safari Lodge when handling check-in?

## **1.3 Purpose of Study**

The aims of this research are:

- 1.3.1 To identify the procedures applied by Receptionists at Mara River Safari Lodge when handling check-in.
- 1.3.2 To identify the language expressions used by Receptionist at Mara River Safari Lodge when handling check-in.

## **1.4 Significance of the Study**

- 1.4.1 For the students

The result of this study can be a new knowledge about the procedure and language expressions that commonly used by the receptionist at Mara River Safari Lodge. Those can be a reference in doing their training program before they get a job in a hotel.

- 1.4.2 For the institution

The result of this study is also can be useful for the institution as a reference to support some materials about procedure and language expressions that commonly used in a hotel. It may be used as a teaching material, especially for the tourism program.

## CHAPTER 2

### REVIEW OF RELATED LITERATURE

In this chapter, the writer discusses some points related to the statement of problems stated in the previous chapter. The points are the Procedure and Language Expression used by Receptionists at Mara River Safari Lodge when handling check-in.

#### 2.1 Front Office Department

In the context of hotel understanding, the front office is a department in a hotel located at the front. Precisely not so far from the front door of the hotel or lobby. This area is the busiest place in the hotel. The location at the front of the Front Office, including the department that is most easily sought out and seen by guests. (Bagyono, 2006)

According to (Questibrilia, 2019) front office staff have some responsibilities, there are:

1. Receive and Handle Prospective Guests

A front office must be stayed in a lobby directly facing the guest. They must welcome and handle guests upon arrival depends on their purpose. A good reception will make guests feel welcomed well by a hotel. They also need to be able to handle the constraints experienced by guests or frequently asked questions.

2. Reconfirm Reservation

A front office must ensure guest booking. When guests book a hotel, they have to make sure whether they stay overnight or not. When it is done, the hotel rooms that are booked can be prepared in advance, if not so can be made the data collection of the remaining rooms in the hotel if someone later asks for an empty room left in the hotel.

3. Handling Arrivals and Departures

When guests come, the receptionists must handle the arrival of guests. Such as informing the hotel accommodation, room number, amenities and getting any facilities. They also provide hotel room keys to guests. Besides, they will also receive a hotel key again when the guest has settled in the hotel. They also have to make sure that your guest's belongings are not left in the room where they sleep. A front office should give a friendly farewell to the guest to be remembered for his friendliness.

#### 4. Billing

The front office is also the person who receives hotel payments when a guest checks out, and a front office must give a bill to the guest. Length of the guest's stay is taken in the hotel outside the facility and eating in the hotel restaurant. In this case, a front office should not make mistakes, because if there are mistakes, the hotel can lose money.

#### 5. Request a Deposit

When checking in a front office must request a deposit from the guest. It is done to prevent damage that occurs in hotel rooms. Deposits can be in the form of money, personal identification, or something else because every hotel has different conditions. For example, in the room there are hotel items taken or hotel items damaged, the hotel will take the deposit.

#### 6. Provide information

A front office must know all information about the hotel. It is done to notify the guest when asking about the hotel, and a front office must be able to handle it. The front office presence factor that was first met by the guest was also the one that required a front office to provide transparent information.

#### 7. Handling Guests Complaints

Nothing wrong if a front office will often get angry from a guest. If there is an error in the hotel or a problem in the hotel room, then the first target is the front office. Therefore, they must be ready to face if there are guests who complain at that moment. They also need to be as fast as possible to handle it so that guests feel satisfied.

#### 8. Handling Guests Belonging

This job is definitely included in the work of a front office. Because basically, a front office must be able to serve guests well. Carrying guests' luggage is also one of the services. It is done by the bellboy so that guests feel welcomed warmly and get excellent service. So, these are the tasks that must be carried out by a front office, and the job of the front office manager is to make sure the tasks run well and by the normal functions. In this condition, the front office manager plays an important role to be responsible for the work that is charged to maintain the right name of the hotel.

According to Santoso (2017), the Front Office has some sections; there are:

1. Front Office Manager  
The front office manager is responsible for the hotel general manager, and he is responsible for all matters agreed with all front office operations and administration activities.
2. Assistant Front Office Manager  
Responsible for the front office manager in charge of helping to complete the tasks of the leadership, representing managers when unable to attend a meeting, preparing and checking for essential guests, coordinating subordinates and cooperating with other departments and receiving complaints from guests.
3. Telephone Operator  
A telephone operator is a section in the front office that generally has the task of receiving a telephone, connecting a phone and recording guests messages.
4. Reservation  
Reservation is a section in the front office that generally has the task to facilitate operations and administration in the room booking section.
5. Reception  
Reception is a section located in the front office that is in charge of handling guests arrivals (check-in). Both treating guests with reservations

(reservation guests) and guests without reservations (walk-in guests) handling guests changing rooms (changing rooms) and treating guests leaving (check-out).

#### 6. Front Office cashiering

Front office cashiering is a section located at the front office in charge of handling payment transaction accounts from guests before they leave the hotel (check-out).

#### 7. Uninformed

Uninformed service is a section located at the front office that generally has the task of handling luggage guests either guest arrive (check-in), guests move rooms (room change) until guests leave (check-out).

#### 8. Information service

Information service is a section located in the front office that generally must provide various information to guests precisely and accurately.

In short, those are some general section of front office department in the hotel. The part which is the writer used as a subject of this research is the reception.

### **2.2 Reception Section**

According to (Questibrilia, Jojonomic, 2019) the receptionist is an employee who has the task of greeting, serving, providing information to visitors, guests or interested parties related to their intended purpose.

Where the receptionist should be able to be a bridge of information between the company management and the guests, the receptionist is a person who serves as a receptionist in a company, office, hotel.

They are usually placed at the front of the office. So, guests who come quickly know an easy way to find information and also as an overview of a company.

### **2.3 Check-In Definition**

According to (Sambodo, 2016), check-in is the process for the guests who are going to stay in the hotel. It starts with welcoming guests upon arrival. Concierge assist guests bring their luggage, and receptionist assists to do registration, until escort the guests into their room. The success of the front office department in handling the check-in process is the step that has an essential meaning in shaping the image of the hotel in guests' point of view, which will affect the overall impression during their stay. According to Soenarno (2016), Check-in process is the first part of the guests' service sequence in a hotel. Guests need to check-in first before they are going to go to their room. This check-in method varies in each hotel. There are conventional ones such as check-in in general, where after arriving at the guests lobby the doorman, bellman, and GRO will welcome the guests upon arrival. Guests will go to the front desk to do the registration. Their guests are welcomed only and asked if they have made a reservation. The check-in process will take place, where the guests fill out the Registration Form and sign their signature, submits a deposit or item that shows the guests identity, passport, KTP or SIM (for local guest). Then, after doing the check-in process, the guests are escorted to go to their room.

### **2.4 Standard Operating Procedure**

According to Tjipto Atmoko (2011), Standard Operating procedure is a guideline or reference for carrying out tasks by the functions and assessments of governmental or non-governmental authorities, business and non-business, based on technical, management and procedural indicators by work procedures, work procedures and work systems in designated work units.

Every hotel has different Standard Operating Procedure (SOP) in handling guests at the hotel. However, in each procedure used by each hotel, in the context of check-in, in particular, all hotels have a similarity in handling guests who will check-in. There is one standard operating procedure that is commonly used in the hotel (Set Up My Hotel, 2012).

Department: Front Office – Guests Check In

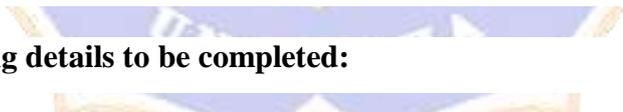
**When Guests arrives at the reception to check-in:**

- a. Great, the guests.
- b. Enquire the Last name / First name of the guests.
- c. Search for the reservation record and print registration card ( if the same is not preprinted)

**Present the Registration Card to guests for verifying/reconfirming preprinted details like:**

- 
- a. First Name, Last Name.
  - b. Arrival Date. Time.
  - c. Departure Date, Expected time of departure.
  - d. Room Rate.
  - e. Room Number.
  - f. Room Type.
  - g. Method of payment.
  - h. Billing instructions.
  - i. Meal Plan
  - j. Request for ID Proof for local guests and Passport and Visa details for foreigners.

**Following details to be completed:**



- a. Salutation.
- b. Designation.
- c. Company Name.
- d. Address Home / Business
- e. City, Country
- f. Postal Code
- g. Telephone / Fax / Mobile numbers.
- h. Email address.
- i. Contact Number / Person in case of emergency.

- j. Purpose of Visit.

**Passport details:**

- a. Passport Number.
- b. Nationality and country of residence.
- c. Date of Birth / Anniversary Date.
- d. Passport Issue date and Expiry Date
- e. Place of Issue of Passport.

**Visa Details:**

- a. Visa Number
- b. Visa issue date and Expiry date
- c. Visa Place of issue.
- d. Type of Visa.
- e. Expected duration of stay in the country.
- f. Arrived from
- g. Proceeding to
- h. Explain to the guests regarding late check-out policy if any.
- i. Request the guests to sign on the Registration Card.
- j. Scan / Photocopy of Passport and Visa copy and attach to the registration card.
- k. Front office assistant to also sign the registration card on the provided field.
- l. Update the guests' details collected on regard to the Profile of the guests.
- m. File Registration card.

## **2.5 Language Expressions**

Language expression is built by two words, which are language and expressions. According to Waliya (1996:4) Language is the most complete and effective communication to convey ideas, messages, intentions, feelings and opinions to others. A language is a tool used to be able to communicate every day, both spoken and written words Felicia (2001:1). So, humans are social creatures

where they cannot live without interacting with others. Then language can help them to make their daily work easier. The expression is a process of expressing intentions, feelings, and ideas. All thoughts and ideas that are in a person's mind should be shown in the real form so that benefits can be felt. In short, the meaning of the expression is the result of the manifestation of emotions. So, from the explanation above, the writer can conclude that language expression is communication used by a person to other people for expressing their feeling or ideas at that moment.



## **CHAPTER 3**

### **RESEARCH METHOD**

#### **3.1 Research Design**

Descriptive method is a research design that was used in this study. Descriptive study is one step to collecting the data from broad knowledge to a small point of experience, and it is explained descriptively.

#### **3.2 Subject of the Study**

The subjects of the study were receptionist in Mara River Safari Lodge, and the objects of the study were the Procedure and Language Expressions used by the Receptionists at Mara River Safari Lodge when handling check-in. The subjects are four receptionists that have been working at the Front Desk.

#### **3.3 Research Instrument**

The questionnaire is the only instrument used by the writer to get the data.

#### **3.4 Data Collection**

These are the steps which are used by the writer to gets the data.

- a. Making a questionnaire sheet for the four receptionists
- b. Asking the subjects to fill in the questionnaire
- c. Collecting the filled questionnaire

#### **3.5 Data Analysis**

These were the steps in analyzing the data:

- a. Identifying the procedure used by receptionists when handling check-in
- b. Giving the receptionist questionnaire sheet and ask them to fill the table.
- c. Collecting the filled questionnaire and moving them in one file.

## CHAPTER 4

### FINDINGS AND DISCUSSIONS

#### 4.1 Findings

This chapter presents the obtained data from the questionnaire that has been given to the four receptionists. The data were described and tabulated into two parts. The first table is the percentage of the procedure used in handling check-in. Second is the language expressions in handling it.

##### 4.1.1 The Identification of procedure used by Receptionists in Handling Check-In at Mara River Safari Lodge.

After the data were filled by the receptionists using the questionnaire, the writer had found the procedure used by receptionists in check, which can be seen on the following table.

Table 4. 1 The procedure used by receptionists at Mara River Safari Lodge when Handling Check-In

NO	The Procedure in Handling Check-In	Respondents (n)				F	%
		I	II	III	IV		
1	Greeting	✓	✓	✓	✓	4	100%
2	Asking for booking name	✓	✓	✓	✓	4	100%
3	Searching for correspondent	✓	✓	✓	✓	4	100%
4	Presenting the	✓	✓	✓	✓	4	100%

	registration form						
5	Asking for guests' detail	-	✓	✓	-	2	50%
6	Asking for ID	✓	✓	✓	✓	4	100%
7	Explaining maps	✓	✓	✓	✓	4	100%
8	Presenting the wristband	✓	✓	✓	✓	4	100%
9	Asking for refundable deposit	✓	✓	✓	✓	4	100%
10	Offering other activities	✓	✓	✓	✓	4	100%
11	Giving the room key	✓	✓	✓	✓	4	100%
12	Showing the direction to the room	✓	✓	✓	✓	4	100%

Table 4.1 is about the procedure performed by the receptionists in handling check-in. There were twelve procedures namely: 1. greeting, 2. asking for booking name, 3, searching for booking name, 4, presenting the registration form, 5, asking for guests detail, 6, asking for ID, 7, explaining maps, 8, presenting the wristband, 9, asking for a refundable deposit, 10, offering other activities, 11, giving the room key, 12, showing the direction to the room. The procedures which were done by 100% of respondents, for instances, greeting, asking for booking name, searching for booking name, presenting the registration form, asking for ID, explaining maps, presenting the wristband, asking for a refundable deposit, offering other activities giving the room key, and showing the

direction to the room. While some receptionists did not apply another procedure when asking for guests' detail.

Table 4. 2 The Questionnaire about the Language Expressions Used by Receptionist 1

<b>Procedure</b>	<b>Language expressions</b>
1. Greeting	Good morning, welcome to Mara River.
2. Asking for booking name	May I know your booking under, please?
3. Searching for correspondent	Mr Gamble, you will stay in this hotel for three nights, right?
4. Presenting the registration form	Could you please fill the home address, email address, and sign, please?
5. Asking for guests' detail	-
6. Asking for ID	May I have your passport, please?
7. Explaining maps	While having your welcome drink, please let me explain to you about the maps of this place. (showing the maps) Now we are here. Your room will be around here. Since you book a family room, you will get an elephant ride to breakfast. You can book the time in advance. The schedule is from 7.20 until 8.30. the elephant will come every 5 minutes. And our breakfast time tomorrow starts to form 7 and the last order is at 10. And we also have another restaurant inside the park named UMA Restaurant, opens for lunch only. For waterpark and fun zone are not included in

	your package, then it will be an additional charge. (pointing the time table) Other activities like shows and others are scheduled by these times.
8. Presenting the wristband	This wristband for your ID during your stay here to take your benefit.
9. Asking for a refundable deposit	We need to collect refundable deposit IDR 100.000/WB and will be refunded when you check out.
10. Offering other activities	We also have the elephant ride to breakfast which is not included in your package. It is IDR 300.000 for adult and IDR 150.000 for children. Should you interested to join this activity, please let us know by the latest one at 5 pm today.
11. Giving the room key	It is the room key and wifi ID in the room. If you have any assistance, please call 0 from the room.
12. Showing the direction to the room	Please come to the concierge at the front, and he will escort you to the room. Have a nice stay.

Table 4. 3 The Questionnaire about the Language Expressions Used by Receptionist 2

<b>Procedure</b>	<b>Language expressions</b>
1. Greeting	Good afternoon. Welcome to our resort.

	Would like to check in sir/ma'am?
2. Asking for booking name	May I have your booking name, please?
3. Searching for correspondent	Your booking name under Mr Gupta, and will be staying Swala Deluxe Room for one night, right?
4. Presenting the registration form	May I have your home address, email address and signature, please?
5. Asking for guests 'detail	May I know how old is your daughter, sir?
6. Asking for ID	May I have all the passports, please?
7. Explaining maps	Excuse me, Mr Gupta, let me explain to you about this map. Now we are here in the lobby, and your room will be on the ground floor about 3 minutes walk from here. And for tomorrow you will have breakfast at Tsavo Lion Restaurant from 7 until 10. And here there are waterpark and fun zone. If you want to go to the waterpark, I suggest you bring your towel from the room or the swimming pool. So, you don't need to rent it there. Our swimming pool close at 7 pm and our spa by the swimming pool open from 9 am – 7 pm. Inside the park, there are a lot of shows and many activities that you can join. All are free except for the feeding activities.
8. Presenting the wristband	It is your wristband, and all your inclusions are here.

9. Asking for a refundable deposit	May I collect for a refundable deposit, please? We will return this when you check out. Don't forget to return the wristband when you check out, please?
10. Offering other activities	If your mind to join Night Safari, which is not included in your package, you can book to the front desk in advance.
11. Giving the room key	It is your room key and wifi in the room.
12. Showing the direction to the room	Please come to the concierge. They will escort you to the room. Have a nice stay.

Table 4. 4 The Questionnaire about the Language Expressions Used by Receptionist 3

<b>Procedure</b>	<b>Language expressions</b>
1. Greeting	Good morning, sir. How may I help you?
2. Asking for booking name	May I know the booking name, please?
3. Searching for correspondent	Mr Smith, your booking was made through *Agoda, and you are going to be staying with us for two nights. Is it correct, sir?
4. Presenting the registration form	Would you please fill in this registration form?
5. Asking for guests' detail	May I know who you are travelling with, Mr Smith?
6. Asking for ID	May I see the passport, please?

<p>7. Explaining maps</p>	<p>Mr Smith let me help you to understand about the property and all the benefits you have included in the package.</p> <p>(pointing at the map) Here we are now at the lobby just next to Tsavo Lion Restaurant where you will have your daily breakfast starting from 7 am to 10 am.</p> <p>Your room located that way (pointing direction) about ten rooms away from the lobby.</p> <p>The guests' pool is about 5 minutes walking which operates from 7 am till 7 pm.</p> <p>Park admission is free for your whole stay period. The park is open from 9 am to 5 pm. All activities and shows can be checked on this side of the map (pointing sat the map).</p>
<p>8. Presenting the wristband</p>	<p>Mr, Smith, here we provide you with wristbands as Guests ID to enter the park, and also please do bring the wristbands to breakfast as it needs to be scanned.</p> <p>I hope I have made it clear for you, Mr Smith. If later you have any question, please do not hesitate to call us.</p>
<p>9. Asking for a refundable deposit</p>	<p>As for the Wristbands, a refundable deposit is required. It is 200.000 Rupiah for two wristbands.</p> <p>The deposit will be refunded as you return them on your check out day.</p>

10. Offering other activities	<p>Everything there is included except for some Animal Feeding activities and Pony Ride.</p> <p>We also have Elephant Ride for an additional price of IDR..., and Night Safari + BBQ for IDR...,</p> <p>All the booking has to be made through Front Desk. Cash and Credit Card are accepted.</p>
11. Giving the room key	Mr Smith here is your room key.
12. Showing the direction to the room	<p>Our concierge, Mardita, will assist you from here.</p> <p>Thank you very much, Mr Smith. I hope you have a pleasant stay.</p>

Table 4. 5 The Questionnaire about the Language Expressions Used by Receptionist 4

<b>Procedure</b>	<b>Language expressions</b>
1. Greeting	Good morning, welcome to Mara River Safari Lodge. How may I assist you?
2. Asking for booking name	May I have the name of your booking, please?
3. Searching for correspondent	Your booking under the name Mr Wilson, and you will stay for one night, right?
4. Presenting the registration form	Could you fill this form, please? I need your email address, home address and sign here, please.

5. Asking for guests' detail	-
6. Asking for ID	May I have all passports, please?
7. Explaining maps	(showing the maps) Let me explain to you about this hotel. This hotel is here, inside the park. Now we are here, and your room will be around here. And for tomorrow you will have breakfast with the lion at this restaurant, Tsavo Lion Restaurant. Breakfast time is from 7-10. You also have free entrance to the park. We also have a swimming pool inside the hotel, only about a 5-minute walk from the lobby. The schedules of the shows are written here. (pointing the time table)
8. Presenting the wristband	Well, this is the wristband that you need to use during your stay here. Your inclusion will be here, like breakfast, entrance to the park, and also shows.
9. Asking for a refundable deposit	And for the wristband, we need to collect a refundable deposit to guarantee this wristband. IDR 100.000/wristband. We will refund your deposit when you finish using this.
10. Offering other activities	Excuse me, and we also have some activities like Night Safari and BBQ Dinner (buffet dinner). It is not included in your package. So, if you would like to join those activities, you can book through us for the latest time at 5 pm.
11. Giving the room key	It is your room key. And also, this is the wifi (username and password) in the room. If you go to the park, the wifi will be Bali Safari wifi

	without a password.
12. Showing the direction to the room	Please come to the concierge at the front. He will escort you to the room. Thank you, and have a nice day.

## 4.2 Discussions

From the questionnaires above the writer discussed the data that was taken from the Receptionists. The discussions are presented into two: the first is the identification the procedure used by the Receptionists in handling check-in and the second is the identification of the language expressions used by the Receptionists in handling check-in at Mara River Safari Lodge.

### 4.2.1 The Procedures are done by Receptionists at Mara River Safari Lodge when handling check-in.

#### 1. Greeting

All respondents did this procedure. Hence the percentage was 100%. The greeting is the essential thing that is always used by each process in handling guests at the hotel. By using a polite greeting, the guests will be happy in communicating their needs.

#### 2. Asking for booking name

The percentage was 100% because all respondents did this procedure. After greeting a receptionist should ask for the guests booking to check the correspondent of the booking.

#### 3. Searching for correspondent

All respondents did this procedure. Hence the percentage was 100%. Correspondent is the detail of the guests booking, which is used in the check-in process.

4. Presenting the registration form

All respondents did this procedure. Hence the percentage was 100%. It is the crucial steps in the check-in process to collect guests' data to be modified in the system.

5. Asking for guests' detail

Only two respondents did this procedure. Hence the percentage was 50%. Guests detail is needed in the check-in process. It is not just for having a small talk with the guests, sometimes asking for guests' detail can be related to the guests' inclusions in their package.

6. Asking for ID

All respondents did this procedure. Hence the percentage was 100%. The identity that is asked by the receptionists is the passport, and if there's no passport, it can be KTP (for local guest) or driving license.

7. Explaining maps

All respondents did this procedure. Hence the percentage was 100%. Explaining maps is an important step to let the guest know how to sightseeing around the hotel and the park.

8. Presenting the wristband

All respondents did this procedure. Hence the percentage was 100%. The receptionists need to give the guests their wristband to get their inclusions during their stay.

9. Asking for a refundable deposit

All respondents did this procedure. Hence the percentage was 100%. A refundable deposit is needed to guarantee the wristband. If the guests lose the wristband during their stay, it will be exchanged to their refundable deposit, and it will not be refunded cause the wristband is gone.

10. Offering other activities

All of the four respondents did this procedure; hence the percentage was 100%. Not all of the activities inside the park

are included in the guests' package. Sometimes guest also interested in some activities that we can offer.

#### 11. Giving the room key

The percentage was 100% because all of the respondents did this procedure. Room key cannot be missed at the check-in procedure because without room key guests cannot enter their room.

#### 12. Showing the direction to the room

The percentage of 100% was got due to all respondents did this procedure. Because Mara River Safari Lodge is a jungle hotel, it is quite hard for the guests to reach their room. So, the receptionists must give direction to the guests who will be escorted by the concierge.

#### 4.2.2 The Language Expressions Used by the Receptionists at Mara River Safari Lodge in Handling Check-In.

Below are the language expressions often communicated by the Receptionists to the guests in every procedure when handling check-in:

##### 1. Greeting

For the greeting, respondent one usually said "Good morning, welcome to Mara River.", respondent two often said "Good afternoon. Welcome to our resort. Would like to check in sir/ma'am?", respondent three usually said "Good morning, sir. How may I help you?", and respondent four often said "Good morning, welcome to Mara River Safari Lodge. How may I assist you?". In greeting, receptionists usually give a warm welcome and smile to the guest.

##### 2. Asking for booking name

When asking for booking name, respondent one usually said: "May I know your booking under, please?". Respondent two said, "May I have your booking name, please?". Respondent three usually said "May I know the booking name, please?",

and respondent four said, "May I have the name of your booking, please?". All receptionists ask for the name if guests' booking to search their correspondent.

### 3. Searching for correspondent

In searching for a correspondent, respondent 1 said: "Mr Gamble, you will stay in this hotel for three nights, right?". Respondent 2 usually said "Your booking name under Mr Gupta, and will be staying Swala Deluxe Room for one night, right?". Respondent 3 said, "Mr Smith, your booking was made through \*Agoda, and you are going to be staying with us for two nights. Is it correct, sir?", and respondent four said, "Your booking under the name Mr Wilson, and you will stay for one night, right?". In this procedure, receptionists always state the guests booking name to avoid miss booking.

### 4. Presenting the registration form

For presenting the registration form, respondent one said, "Could you please fill the home address, email address, and sign, please?" Respondent two said, "May I have your home address, email address and signature, please?". Respondent three said "Would you please fill in this registration form?", and respondent four said "Could you fill this form, please? I need your email address, home address and sign here please." All respondents stated the guests need to fill in the registration form because not all data are required to be modified in the system.

### 5. Asking for guests' detail

When asking for guests' detail, the respondent one did not do this procedure. Respondent two said, "May I know how old is your daughter, sir?". Respondent three said, "May I know who you are travelling with, Mr Smith?", and respondent four did not do this procedure. Not all of the receptionists did this procedure.

## 6. Asking for ID

In asking for guests' ID, respondent one said, "May I have your passport, please?". Respondent two said, "May I have all the passports, please?". Respondent three said, "May I see the passport, please?", and respondent four said, "May I have all passports, please?". The first ID asked by the receptionists is a passport. If there is no passport, then the receptionists will ask for another identity card.

## 7. Explaining maps

For explaining maps, respondent one said, "While having your welcome drink, please let me explain to you about the maps of this place. (showing the maps) Now we are here. Your room will be around here. Since you book a family room, you will get an elephant ride to breakfast. You can book the time in advance. The schedule is from 7.20 until 8.30. the elephant will come every 5 minutes. And our breakfast time tomorrow starts to form 7 and the last order is at 10. And we also have another restaurant inside the park named UMA Restaurant, opens for lunch only. For waterpark and fun zone are not included in your package, then it will be an additional charge. (pointing the time table) Other activities like shows and others are scheduled by these times.", respondent two usually said "Excuse me, Mr Gupta, let me explain to you about this map. Now we are here in the lobby, and your room will be on the ground floor about a 3-minute walk from here. And for tomorrow you will have breakfast at Tsavo Lion Restaurant from 7 until 10. And here there are waterpark and fun zone. If you want to go to the waterpark, I suggest you bring your towel from the room or the swimming pool. So, you don't need to rent it there. Our swimming pool close at 7 pm and our spa by the swimming pool open from 9 am – 7 pm. Inside the park, there are a lot of shows and many activities that you can join.

All are free except the feeding activities.", respondent three usually said "Mr Smith, let me help you to understand about the property and all the benefits you have included in the package. (pointing at the map) Here we are now at the lobby just next to Tsavo Lion Restaurant where you will have your daily breakfast starting from 7 am to 10 am. Your room located that way (pointing direction) about ten rooms away from the lobby. The guests' pool is about 5 minutes walking which operates from 7 am till 7 pm. Park admission is free for your whole stay period. The park is open from 9 am to 5 pm. All activities and shows can be checked on this side of the map (pointing at the map).", respondent four usually said "(showing the maps) Let me explain you about this hotel. This hotel is here, inside the park. Now we are here, and your room will be around here. And for tomorrow you will have breakfast with the lion at this restaurant, Tsavo Lion Restaurant. Breakfast time is from 7-10. You also have free entrance to the park. We also have a swimming pool inside the hotel, only about a 5-minute walk from the lobby. The schedules of the shows are written here. (pointing the time table)". Each receptionist has a different way to explain the maps. Guests' inclusions must be stated and what is not included also explained by the receptionists upon guests' arrival.

#### 8. Presenting the wristband

When presenting the wristband, respondent one usually said "This wristband for your ID during your stay here to take your benefit.". Respondent two usually said "This is your wristband, all your inclusions are here.", respondent three usually said "Mr, Smith, here we provide you with wristbands as Guests ID to enter the park, and also please do bring the wristbands to breakfast as it needs to be scanned for. I hope I have made it clear for you, Mr Smith. If later you have any question, please

do not hesitate to call us.", and respondent four usually said "Well, this is the wristband that you need to use during your stay here. Your inclusion will be here, like breakfast, entrance to the park, and also shows.". In presenting the wristband, the receptionists usually tell the guests that the wristband is for getting the inclusions of their package during their stay.

#### 9. Asking for a refundable deposit

In asking for a refundable deposit, respondent one usually said "We need to collect refundable deposit IDR 100.000/WB and will be refunded when you check out.", respondent two usually said "May I collect for a refundable deposit, please? We will return this when you check out. Don't forget to return back the wristband when you check out, please?", respondent three usually said "As for the Wristbands, a refundable deposit is required. It is 200.000 Rupiah for two wristbands. The deposit will be refunded as you return them on your check out day.", and respondent four usually said "And for the wristband, we need to collect a refundable deposit to guarantee this wristband. IDR 100.000/wristband. We will refund your deposit when you finish using this.". The guests are usually reminded by the receptionists that their deposit is only for guaranteeing the wristband. It will be refunded when they check out.

#### 10. Offering other activities

For offering other activities, respondent one usually said "We also have the elephant ride to breakfast which is not included in your package. It is IDR 300.000 for adult and IDR 150.000 for children. Should you interested to join this activity, please let us know by the latest one at 5 pm today.", respondent two usually said "If you mind joining Night Safari which is not included in your package, you can book to the front desk in advance.", respondent three usually said "Everything there is

included except for some Animal Feeding activities and Pony Ride. We also have Elephant Ride for an additional price of IDR., and Night Safari + BBQ for IDR.... All the booking has to be made through Front Desk. Cash and Credit Card are accepted.", and respondent 4 said "Excuse me, we also have some activities like Night Safari and BBQ Dinner (buffet dinner). It is not included in your package. So, if you would like to join those activities, you can book through us for the latest time at 5 pm". Offering activities which are not included in guest inclusion is important for the company to get more income.

#### 11. Giving the room key

Forgiving the room key, respondent one usually said "This is the room key and wifi ID in the room. If you have any assistance, please call 0 from the room.", respondent two usually said "This is your room key and wifi in the room.", respondent three usually said "Mr Smith here is your room key.", and respondent four usually said "This is your room key. And also, this is the wifi (username and password) in the room. If you go to the park, the wifi will be Bali Safari wifi without a password."

#### 12. Showing the direction to the room

When showing the direction to the room, respondent one usually said "Please come to the concierge at the front, and he will escort you to the room. Have a nice stay.", respondent two usually said "Please come to the concierge. They will escort you to the room. Have a nice stay.", respondent three usually said "Our concierge, Mardita, will assist you from here. Thank you very much, Mr Smith. Hope you have a pleasant stay.", and respondent four usually said "Please come to the concierge at the front, he will escort you to the room. Thank you, and have a nice day."

## CHAPTER 5

### CONCLUSION AND SUGGESTION

#### 5.1 Conclusion

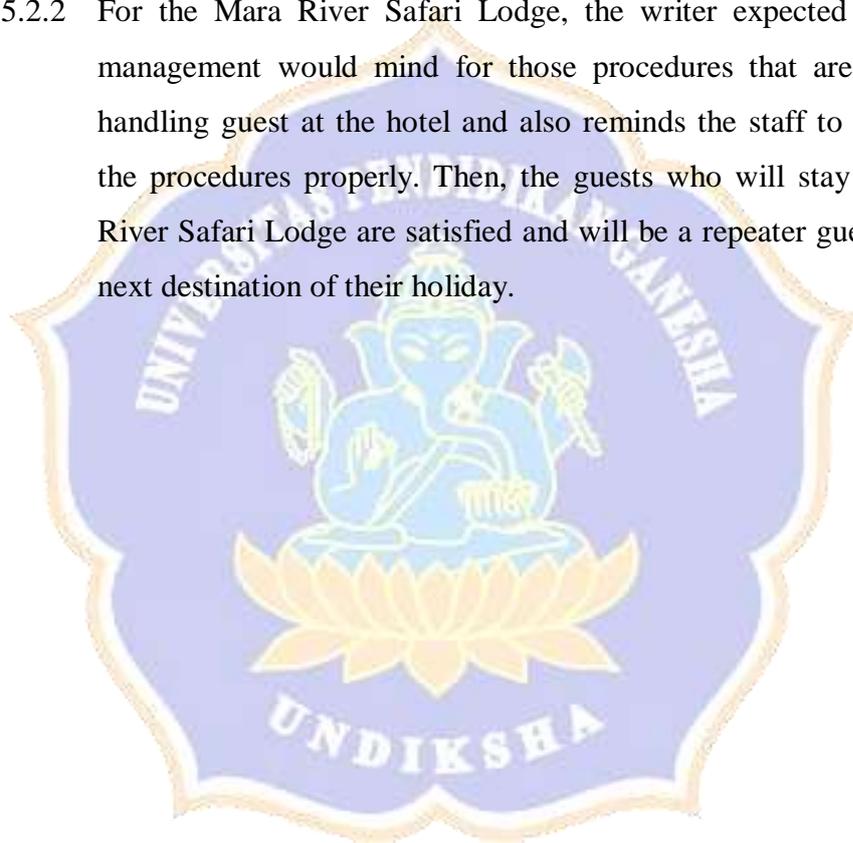
Based on the results of the study, it could be concluded as follows:

- 5.1.1 There are some procedures used by Receptionists at Mara River Safari Lodge when handling check-in, such as: greeting, asking for booking name, searching for booking name, asking for guests' detail, presenting the registration form, asking for ID, explaining maps, presenting the wristband, asking for a refundable deposit, offering other activities giving the room key, and showing the direction to the room. All of the procedures are important in processing guest registration upon arrival. However, almost all of that procedure got 100% frequency of occurrence except the asking for guests' detail. When asking for guests' detail, only 2 of 4 respondents did this procedure. Hence the percentage was 50%. All of the procedures are important in processing guest registration upon arrival.
- 5.1.2 Language is the most complete and effective communication to convey ideas, messages, intentions, feelings and opinions to others according to Waliya (1996:4). While the expression is a process of expressing intentions, feelings, ideas, all thoughts and ideas that are in a person's mind should be expressed in the real form so that benefits can be felt. So, language expression is communication used by a person to other people for expressing their feeling or ideas at that moment. In handling check-in, every receptionist in Mara River Safari Lodge has a different way to communicate the information to the guests. The most important things to be a guide

to talk with the guests remember to use polite language and do not forget to give a warm smile to them.

## 5.2 Suggestion

- 5.2.1 For the future, the writer expected everyone who works in the hospitality industry will always handle guests by polite language that can be accepted by the guests. The receptionists are expected to always welcoming guests to the hotel by warm greeting and smile.
- 5.2.2 For the Mara River Safari Lodge, the writer expected that the management would mind for those procedures that are used in handling guest at the hotel and also reminds the staff to do all of the procedures properly. Then, the guests who will stay at Mara River Safari Lodge are satisfied and will be a repeater guest in the next destination of their holiday.



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## AUTOBIOGRAPHY



Nyoman Winda Suparini was born on 13th May 1999 at Singaraja. She lives at Jalan Setiabudi, Gang Lely, Singaraja, Buleleng regency, Bali. I Nyoman Gede Sudana is her father's name while Nyoman Parmita is her mother's name. She finished her primary school at SDN 2 Penarukan in the year 2011. She continued her study to junior high school at SMP N 1 Singaraja and graduated in the year of 2014. In the year of 2015, she graduated at SMA N 1 Singaraja and science is her majority. Now she is a college student in Universitas Pendidikan Ganesha and takes Diploma III English Department as her majority. She interested in music, and cooking especially Indonesian food. She just finished her last project entitle "The Identification of Procedure and Language Expression used by Receptionists at Mara River Safari Lodge when handling Check-In."



## PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "*The Identification of Procedure and Language Expression used by Receptionists at Mara River Safari Lodge when handling Check-In.*". beserta seluruh isinya adalah benar – benar karya sendiri, dan saya tidak melakukan penjiplakan dan mengutip dengan cara – cara tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini, atau ada klaim terhadap keaslian karya saya.

Singaraja, 24 Juli 2020

Yang membuat pernyataan,



Nyoman Winda Suparini